Novell GroupWise Messenger for BlackBerry Smartphones

User Guide

Version: 2.6

BlackBerry

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Basics

About Novell GroupWise Messenger for BlackBerry smartphones

You can use Novell GroupWise Messenger for BlackBerry smartphones to chat with other Novell GroupWise Messenger users using your BlackBerry smartphone. To use the client, you must have a Novell GroupWise Messenger user name. If you do not have a user name, contact your administrator.

You can send and receive email messages and use other applications on your smartphone while the client is running. When you receive a new instant message, an indicator appears at the top of the Home screen.

Log in to Novell GroupWise Messenger for BlackBerry smartphones

If you do not remember your user name or password, contact your administrator.

1. On the Home screen or in the **Instant Messaging** folder, click the icon for the client.
2. Type your user name and password.
3. Click **Log In**.

To log out, on the contact list screen, press the **Menu** key > **Log Out**.

About sound profiles

You can set notification options for the client, such as vibrate or tone, in the sounds application. The Enterprise Messenger Alert item specifies how you are notified when a contact that you have set an availability notification for becomes available. The Enterprise Messenger New Message item how you are notified of incoming instant messages.

Depending on the sound profile that is set in the sounds application on your smartphone, you might not hear the audible notification that you have set for the client. For more information about sounds, click the **Help** icon on the Home screen of your BlackBerry smartphone

Find more troubleshooting information

To troubleshoot an issue and read knowledge base articles, visit the BlackBerry Technical Solution Center at www.blackberry.com/btsc.

Availability

About your status

Your status is made up of a status indicator and a status message. You can create a custom status by typing your own status message and choosing a status indicator.

Change your status

1. On the contact list screen, press the **Menu** key > **My Info**.
2. Change the **Status** field.

Add a status message

1. On the contact list screen, press the **Menu** key > **My Info**.
2. Type a status message.
3. Press the **Menu** key > **Save**.

Create a custom status

1. On the contact list screen, press the **Menu** key > **My Info**.
2. Change the **Status** field.
3. Click **Custom Status**.
4. Type a status message.
5. Click a status indicator.
6. To add the custom status to the status list, select the **Add to status list** check box.
7. Click **OK**.

Set your status to reflect your smartphone status

To perform this task, your status must be set to Available.

You can set your status to change to Away when you do not use your BlackBerry smartphone for a specified duration of time. When you use your smartphone again, your status changes back to Available.

1. On the contact list screen, press the **Menu** key > **Options**.

2. Change the **Show me as Away when idle for** field to a duration of time.
3. Press the **Menu** key > **Save**.

Receive notification when a contact is online

You can receive a message when the contact is online. Depending on the sound profile that is set on your smartphone, you might also receive an audible notification.

1. On the contact list screen, in a contact folder, highlight an offline contact.
2. Press the **Menu** key > **Alert Me** > **OK**.

Contacts

Add a contact

1. On the contact list screen, press the **Menu** key > **Add Contact**.
2. To specify a contact folder, change the **Folder name** field.
3. Type part or all of a user name. If necessary, click **Lookup**.
4. Click a contact.
5. Click **OK**.
6. To link the contact with a contact in the Contacts application, do one of the following:
   - If the contact is already in the Contacts application, click **Select Contact**. Click a contact.
   - If the contact is not yet in the Contacts application, click **New Contact**. Type the contact information. Press the **Menu** key > **Save**.

View a contact's information

1. On the Contact list screen, highlight a contact.
2. Press the **Menu** key > **View Contact Info**.

Link a contact with a contact in the Contacts application

When you link a contact with a contact in the Contacts application, you might be able to perform additional tasks. For example, during a conversation, you might be able to call or send an email message to the contact quickly from the menu.

1. On the contact list screen, in a contact folder, highlight a contact.
2. Press the **Menu** key > **Link to BlackBerry Contact**.
   - If the contact is already in the Contacts application, click **Select Contact**. Click a contact.
   - If the contact is not yet in the Contacts application, click **New Contact**. Type the contact information. Press the **Menu** key > **Save**.

Change a contact's display picture

To perform this task, you must have linked the contact with a contact in the Contacts application.

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **View Contact Info**.
3. Press the **Menu** key > **Change Picture**.
4. Click a picture.

5. If necessary, center the picture in the box. Press the **Menu** key > **Crop and Save**.
6. Press the **Menu** key > **Save**.

Hide the display pictures that appear beside contacts in the contact list

1. On the contact list screen, press the **Menu** key > **Options**.
2. Change the **Show Contact Pictures** field to **No**.
3. Press the **Menu** key > **Save**.

Rename a contact

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **View Contact Info**.
3. Type a new name.
4. Press the **Menu** key > **Save**.

Delete a contact

Deleting a contact from your contact list does not delete you from that contact's contact list.

1. On the contact list screen, in a contact folder, highlight a contact.
2. Press the **Menu** key > **Remove** > **Delete**.

Ignore a contact

If you ignore a contact, you appear as offline in that contact's contact list.

1. On the contact list screen, in a contact folder, highlight a contact.
2. Press the **Menu** key > **Ignore**.

To unignore a contact, click **Unignore**.

View ignored contacts

1. On the contact list screen, press the **Menu** key > **Options**.
2. Change the **Show Ignored Contacts** field to **Yes**.

3. Press the **Menu** key > **Save**.

To hide ignored contacts, change the **Show Ignored Contacts** field to **No**.

A contact no longer appears in my contact list

Try the following actions:

- If you have set your client to hide offline contacts, organize offline contacts so that you can view offline contacts.
- If you have collapsed the folder that the contact is in, expand the folder. On the contact list screen, click the folder.

Contact folders

Add a contact folder

1. On the contact list screen, press the **Menu** key > **Add Folder**.
2. Type a name for the contact folder.
3. Click **OK**.

Move a contact to a different contact folder

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **Move**.
3. Click a contact folder.

Rename a contact folder

1. On the contact list screen, highlight a contact folder.
2. Press the **Menu** key > **Rename Folder**.
3. Type a new name.
4. Click **OK**.

Delete a contact folder

When you delete a contact folder, all of the contacts in the contact folder are deleted from your contact list.

1. On the contact list screen, highlight a contact folder.
2. Press the **Menu** key > **Delete Folder** > **Delete**.

Organize offline contacts

1. On the contact list screen, press the **Menu** key > **Options**.
2. In the **Show Offline Contacts** field, do one of the following:
   - To group offline contacts, change the field to **Folder**.
   - To hide offline contacts, change the field to **No**.
   - To view offline contacts, change the field to **Yes**.
3. Press the **Menu** key > **Save**.

Conversations

Send a message

1. On the contact list screen, click an online contact.
2. Type a message.
3. Press the **Enter** key.

Send a message to a user that is not in your contact list

1. On the contact list screen, press the **Menu** key > **Send Message To**.
2. Type a user name.
3. Click **OK**.
4. Type a message.
5. Press the **Enter** key.

Add an emoticon

Depending on your administrator, this feature might not be supported.

1. When you are composing a message, press the **Menu** key > **Add Smiley**.
2. Click an emoticon.

Start a conference

1. During a conversation, press the **Menu** key > **Invite to Conference**.
2. Click a contact.

View a list of conference participants

During a conference, press the **Menu** key > **View Participants**.

Send a broadcast message

You can send a broadcast message to all contacts in a contact folder or to individual contacts. Recipients cannot reply to broadcast messages. Depending on your administrator, this feature might not be supported.

1. On the contact list screen, press the **Menu** key > **Broadcast Message**.
2. Type a message in the **Announcement** field.
3. If you have administrator permissions and want to send the broadcast message to all of the users on the server, select the **System message** check box. Click **OK**.
4. Click a contact folder.
   - To send the broadcast message to all of the contacts in the contact folder, select the **Select All** check box.
   - To send the broadcast message to individual contacts in the contact folder, select the check box beside the contacts.
5. Click **Send**.

Switch conversations

1. During a conversation, press the **Menu** key > **Switch Conversation**.
2. Click a contact.

Copy a conversation

During a conversation, press the **Menu** key > **Copy Conversation**.

Email a conversation

Depending on your administrator, this feature might not be supported.

During a conversation, press the **Menu** key > **Email Conversation**.

Clear a conversation

During a conversation, press the **Menu** key > **Clear Conversation**.

End a conversation

During a conversation, press the **Menu** key > **End Conversation**.

Stop grouping messages in conversations

In a conversation, by default, consecutive messages that you send or receive are grouped together.

1. On the contact list screen, press the **Menu** key > **Options**.
2. Change the **Group Sequential Messages in Conversations** field to **No**.
3. Press the **Menu** key > **Save**.

I am not receiving notification for incoming messages

In the sounds application, try the following actions:

- Verify that the All Alerts Off sound profile is not selected.
- Verify that the **Volume** fields for the Enterprise Messenger New Message item are not set to **Silent**.
- Change the notification options for the Enterprise Messenger New Message item.

Text sometimes changes after I type it

If AutoText recognizes specific text, it is designed to replace the text that you type with the AutoText entry automatically.

To view or change AutoText entries, during a conversation, press the **Menu** key > **Edit AutoText**.

For more information about AutoText, click the **Help** icon on the Home screen of your BlackBerry smartphone.

Conversation history

Turn on conversation history

Depending on your administrator, this feature might not be supported.

1. On the contact list screen, press the **Menu** key > **Options**.
2. Change the **Save Message History** field to **Device** or **Media Card**.
3. Press the **Menu** key > **Save**.

View the conversation history for a contact

You can only perform this task if you have previously turned on conversation history.

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **View History**.
3. Click a conversation history.

Search for text in a conversation history

You can only perform this task if you have previously turned on conversation history.

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **View History**.
3. Type the text.
4. Click **Search**.
5. In the search results, click a conversation history.

Delete a conversation history

You can only perform this task if you have previously turned on conversation history.

1. On the contact list screen, highlight a contact.
2. Press the **Menu** key > **View History**.
3. Press the **Menu** key.
   - To delete the conversation history for an individual contact, click **Delete Contact's History**.
   - To delete the conversation history for all contacts, click **Delete Complete History**.

Provide feedback

To provide feedback on this deliverable, visit www.blackberry.com/docsfeedback.

IT policy rules

BlackBerry Enterprise Server administrators can use IT policy rules to prevent users from accessing certain applications and features. For more information about IT policy rules, visit http://docs.blackberry.com/en/ to read the *BlackBerry Enterprise Server Policy Reference Guide*.

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